



## Tennessee Regulatory Authority

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For Release: April 2, 2001

### **“7-1-1” Code in place for Tennessee’s Hearing/Speech Impaired**

**Nashville** – A new “7-1-1” dialing code is now available to Tennessee’s hearing and speech impaired citizens.

The new code will allow users to access relay services more efficiently than the traditional (800) toll-free number.

“Tennessee has a long history of meeting the telecommunications needs of the state’s hearing impaired population. Implementation of 7-1-1 will allow us to continue the state’s tradition of providing state-of-the-art services to our hearing impaired citizens, says Eddie Roberson, TRA Chief of Consumer Services.

While not intended to replace the current (800) toll-free number, 7-1-1 dialing has been established as an optional means of accessing relay services provided by the Tennessee Relay Center. The center enables those with speech and hearing difficulties to communicate easier over the telephone.

The Tennessee Regulatory Authority (TRA) recently ordered the state’s regulated telecommunications service providers to implement 7-1-1 relay dialing in Tennessee by March 30, 2001. The TRA also collaborated with the state wireless and payphone industries to ensure that widespread accessibility of 7-1-1 is attained.

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*The Tennessee Regulatory Authority (TRA) provides regulatory oversight to Tennessee’s investor-owned public utilities. Our jurisdiction includes approximately 1200 utility providers including the intrastate transmission of natural gas. For more information about the TRA, please visit our web site at [www.state.tn.us/tra](http://www.state.tn.us/tra).*

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For more information about Relay Services, visit the TRA web site at [www.state.tn.us/tra/relayctr.htm](http://www.state.tn.us/tra/relayctr.htm)

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